

From: chiquita snyder <chiquitasnyder@yahoo.com> on 07/14/2004 02:07:00 PM

Subject: Debit Card Fees

In regards to Debit Cards -

1) We are forced to have them as all of our ATM cards have been changed over to debit cards without choice given to us. This was the process at my banking institution several years ago. The promise of convenience at no cost was quite impressive and then there were costs 50 cents everytime I used my card at a local store - of course this was reflected on my monthly statement but after a full month of using the "convenience" of not writing checks the 50 cents per transaction added up.

2) As a business operator, I do not think consumers are given enough information on how the debit system works. Often times, customers call back claiming that they have been charged incorrectly when infact it is simply that they do not understand the process.

3) Most retailers are forcing consumers to use their PIN when using debit cards due to the cost involved for them processing credit cards. If the new machines can determine whether or not the consumer is using a debit or credit card then they should be able to inform the consumer of any charges relating to the use of the card.

In summary, yes banks should be required to give more information to all consumers and there should be some regulations on how much a bank can charge for the convenience of debit cards. Looking at this from both a consumer and a retailer I do not feel as though consumers are given adequate information or protection.

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